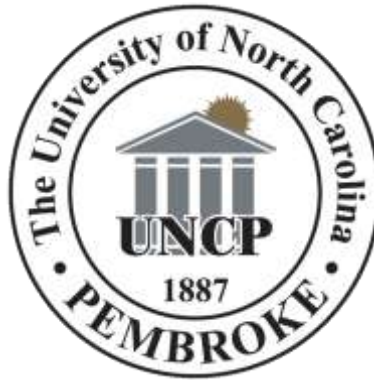


# Emergency Operations Plan



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**Emergency Operations Plan  
The University of North Carolina at Pembroke**

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## Preface

The University of North Carolina at Pembroke is committed to preserving the health and safety of the campus community. The University’s emergency response plan seeks to establish an effective and coordinated response to emergencies and disasters at UNCP. The plan contains specific emergency support functions that outline key emergency response activities that must be provided during emergencies and disasters based on local, state and national guidelines, as well as jurisdictional authority for providing emergency response.

The UNCP Emergency Operations Plan is composed of three main sections:

1. ....**Base Plan (BP):** The Base Plan outlines the overall concept of operations, along with the situations and assumptions, direction and coordination of emergency and disaster operations at UNCP, responsibilities and the legal basis.
2. ....**Emergency Support Functions (ESF):** The Emergency Support Functions provide an outline of specific services and responsibilities to be provided during an emergency or disaster, as well as indicates the divisions and/or departments that have primary responsibility for fulfilling each function and their support divisions, departments and/or partnering agencies.
3. **Annexes (ANX):** The Annexes provide direction for components that are specific to UNCP and provide further operational guidance.



## **Base Plan**

This section outlines the overall concept of operations, along with the situations and assumptions, direction and coordination of emergency and disaster operations at UNCP, responsibilities and the legal basis for the EOP.



## **UNCP Emergency Operations Base Plan (BP)**

### **I. Introduction**

This plan establishes a framework for emergency management activities intended to: prevent emergency situations; reduce vulnerability from the impact of disaster and crisis; establish provisions to aide and protect UNCP community members from the effects of an emergency or disaster; and allow for an efficient, effective, coordinated response to an emergency or disaster situation.

### **II. Purpose**

This Emergency Operations Plan (EOP) is designed to protect lives and preserve property by working to prevent or lessen the impact of crisis or disaster situations. This plan is designed as a comprehensive, all-hazards plan to aide in planning, preparing, responding to and recovering from natural, man-made and technological disasters. The Emergency Management Coordinator in the Police and Public Safety Department of the University and Community Relations Division is responsible for maintaining the University's EOP, establishing an emergency operations center (EOC), and training staff to be activated during emergencies or disasters for the following purposes:

1. To provide for the continuity of operations for the UNCP community.
2. To clearly identify and define the roles and responsibilities of those who respond to emergencies or disasters.
3. To coordinate UNCP's emergency response operations.
4. To collect, analyze and document emergency or disaster status information and damage assessment information for the impacted areas of UNCP.
5. To act as a liaison between outside jurisdictions and agencies.
6. To establish and provide emergency communications to the UNCP community and its stakeholders.
7. To manage disaster recovery programs and after-action information.
8. To create and maintain contingency plans for hazard-specific risks and vulnerabilities, and support mitigation efforts to build a disaster resistant university.



### **III. Situations and Assumptions**

#### **Situations**

The University has identified hazards that have the potential to disrupt the daily operations of UNCP and/or result in personal injury, significant property damage and/or casualties.

#### **Assumptions**

UNCP assumes the responsibility for emergency or disaster operations and will commit all available resources to save lives, minimize personal injury and protect property. It is recognized that assistance from surrounding jurisdictions and agencies, including local emergency service agencies, may be needed when an emergency or disaster exceeds UNCP's capabilities to respond and/or recover.

### **IV. Operational Objectives**

The objectives of this EOP are as follows:

1. Provide clear guidelines for the most vital functions and departments during an emergency or disaster.
2. Establish a short, concise plan that is easy to follow and allows users to rapidly determine their responsibilities and primary objectives.
3. Provide a method of coordinating and linking information and processes into a unified response that is both effective and efficient, and places all departments into the same emergency response process.
4. Determine the level of activation and response needed for an emergency or disaster through clearly defined guidelines.
5. Ensure that UNCP's resources are used in the most effective and efficient manner to implement an effective emergency or disaster response and recovery operation.
6. Provide a means to collect all emergency or disaster information for notification, public information, documentation and post-incident analysis and reports.
7. Provide a basis for training the UNCP community on emergency preparedness and response activities.



## **V. Concept of Operations**

### **A. Phases of Emergency Management**

#### **1. Preparedness**

Preparedness activities enhance the ability of individuals to respond and recover from an emergency or disaster situation. These activities take place prior to the occurrence of an emergency or disaster. They include areas such as community awareness, planning (which includes data gathering and analysis), training, preparedness exercises and education.

#### **2. Mitigation**

Mitigation activities either prevent or lessen the impact of a community emergency or disaster. Mitigation activities can range from floodplain management to building code enforcement.

#### **3. Response**

Response activities address the immediate and short-term effects of an emergency or disaster. These activities reduce personal injuries, casualties, damage to property and reduce recovery time. Response activities include coordinating resources, evacuation, warning, and other related operations.

#### **4. Recovery**

Recovery activities relate to restoring operations and the community to conditions that were present prior to the emergency or disaster. Short-term recovery goals may include re-establishing or maintaining critical functions. Long-term recovery goals include rebuilding infrastructure and re-establishing pre-disaster conditions.

### **B. Overall Responsibilities**

1. The Chancellor, or delegated official(s), may declare that an emergency or disaster situation exists that affects all or part of the University's jurisdiction.
2. The Chancellor, or delegated official(s), may declare that the University is under a State of Emergency and may activate the EOP and Emergency Operations Center (EOC) in part or in whole as necessitated by the emergency or disaster situation.
3. The University is responsible for its emergency response operations on behalf of the campus community in order to protect life and property from the imposing



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emergency or disaster. This includes response activities from the University, ensuring that coordination with local agencies is established and maintained, and directing available University resources to the response operation as needed.

4. The University will provide timely, accurate and pertinent information about the emergency or disaster to UNCP stakeholders following the protocols set forth in the UNCP Crisis Communication Plan (CCP).
5. All divisions and/or departments are to maintain a Business Continuity Plan to ensure continuity of operations during an emergency or disaster. Each Business Continuity Plan shall contain information specific to the University department or division. Business Continuity Plans shall coincide with the University's EOP and shall list specific guidelines for each department or division for responding to emergencies or disasters. These plans shall also outline departmental communication procedures during emergencies or disasters.
6. Each unit/department shall assist in the development of a building emergency response plan. This plan shall be coordinated and maintained by the building manager in conjunction with the Police and Public Safety Department. These plans shall be reviewed at least annually by the building manager, and revised as necessary. Copies of these plans (including updates) shall be submitted electronically to the Police and Public Safety Department for review and approval.

Each building plan shall contain, at a minimum, the following information:

- a. A list of operating departments within the building
  - b. Identification of a primary and alternate building coordinator who shall be responsible for coordinating the emergency response actions for the building and its occupants; and
  - c. Procedures for lockdowns, sheltering in place, and evacuating the building, including directions for building exit routes, designation of assembly areas outside the building, and attendance taking (accountability).
7. Each department shall develop and maintain an emergency response plan in coordination with the Police and Public Safety Department. Copies of these plans, including updates, shall be submitted electronically to the Police and Public Safety Department. These plans shall coincide with the building plan(s) where the



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department is located. Each department plan shall contain, at a minimum, the following information:

- a. Procedures for communicating with employees.
  - b. Procedures to account for employees following an emergency or disaster, and/or an evacuation.
8. It is campus policy to maintain a state of readiness for emergencies of any size. Emergency response and support departments are expected to maintain a state of readiness to cope with the impacts of all types of emergencies and to prepare accordingly.

### **VI. Organization and Assignment of Responsibilities**

#### **A. Organizational Structure and Primary Responsibilities**

##### **1. Crisis Management Group (CMG)**

All policies developed by the Emergency Planning and Response Team (EPART) will be submitted to the Crisis Management Group (CMG) for approval. The CMG, under the direction of the Chancellor, is composed of the Chancellor's Executive Staff and any other individuals designated by the Chancellor. The CMG will work collaboratively with the EPART with the primary communication link occurring between the Police Chief, EPART and CMG.

The CMG will be responsible for the following, as needed:

- Implementation of the Crisis Communication Plan;
- Establishment of communications with the Governor, UNC System President, City Manager, County Manager, and Federal Authorities;
- Declaration of a State of Emergency on the campus and requests for emergency assistance from local, State, and Federal resources;
- Determination of closure status according to established University policy;
- Prioritization and management of financial and legal issues; and
- Development of a recovery strategy.



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The CMG will convene in the following location(s):

- Primary – Board of Trustees Board Room, 4<sup>th</sup> Floor, Lumbee Hall (Phone Number – 521-6873)
- Secondary – 2<sup>nd</sup> Floor, University Center, Rm. 213
- Alternate – UNCP Regional Center Conference Room (Phone Number – 775-4000)

### **2. Emergency Planning and Response Team (EPART)**

The Emergency Planning and Response Team (EPART) is composed of key administrative personnel from the various departments and offices in the University that offer resources for operational support for some aspect of emergency response and recovery. Each operational unit of the University represented on the EPART will designate one person and an alternate to serve as representatives at meetings and as official contacts during emergencies. The EPART may evaluate its membership on an as needed basis to include additional departments.

The Team Leader for planning is the Police Chief; however, the Incident Commander for response will vary depending upon the type of emergency. Team members receive training in the National Incident Management System (NIMS) to enable them to function during emergencies involving outside agencies and organizations. The Emergency Planning and Response Team includes members of the following operational units of the University:

- University Police
- Facilities Operations
- Finance/Payroll/Purchasing
- Housing and Residence Life
- University and Community Relations
- Information Technology
- Human Resources
- University Counsel
- Registrar
- Business Services
- Student Health Services
- Student Affairs
- Intercollegiate Athletics



### **a. Primary Responsibilities of EPART**

- Develop operational plans for emergency response;
- Operate Emergency Operations Center (EOC);
- Direct emergency response actions;
- Coordinate University resource allocation;
- Filter and disseminate information and requests for services;
- Maintain communications with local government EOC; and
- Implement recovery strategy.

### **b. Direction and Control**

For the purposes of planning, EPART meets twice each calendar year (at a minimum) to review policies and plan drills. EPART may request that select departments or divisions submit a planning document (using EPART's format), which will inform the Team of the department/division's available and significant resources during an emergency. EPART will meet following any significant emergency in order to critique the response. The Emergency Management Coordinator is responsible for coordinating drills and exercises with County, State, and Federal emergency management offices. EPART representatives are responsible for ensuring that the appropriate Annex (Unit Emergency Procedures) document is completed and reviewed for their respective departments/divisions.

During an emergency and its recovery period, EPART is responsible for assessing campus-wide conditions, prioritizing actions and coordinating the allocation of resources to the emergency as directed by the Incident Commander.

When the EOP is activated, the Police Department's EPART representative ensures that all EPART members required to respond to the emergency are contacted. Departments providing representatives to the Emergency Planning and Response Team must maintain a current list for contacting the department representative during an emergency call out.



### **3. Emergency Operations Center (EOC)**

The primary Emergency Operations Center (EOC) will be in the College Opportunity Program Computer Lab in the D.F. Lowry Building in Room number 109. The secondary EOC location will be in Room 157, University Center. An alternate location may be the Regional Center. Other locations will be determined at the time of the incident on an as needed basis by the Incident Commander and/or Emergency Coordinator, and will be based on the event and sustainability of existing facilities. All member of the EPART will report to the EOC upon activation. EPART members should be prepared to work from the EOC and bring all items needed to respond to the emergency with them to the EOC (radios, laptops, personnel lists/phone lists, etc.). Activation of the EOC will be determined by the Chancellor, Chancellor's designee, Incident Commander, Police Command Staff, Emergency Coordinator, or designated official. See Annex 1 – Emergency Operations Center for further information about EOC activation. The Emergency Coordinator will serve as the EOC Manager (as outlined in Annex 1).

The Police Chief is responsible for procuring a suitable location for the establishment of an Emergency Operations Center (EOC). The EOC should be ideally located in an environment that can be readily secured, equipped with an independent emergency power source, is not centrally situated to potential sources of danger, large enough to comfortably accommodate a dozen or more individuals, and equipped for extensive use of computer laptops and communication devices.

#### **B. Support Functions**

Many departments within the University may perform functions during an emergency or disaster. These functions contribute to the overall direction and outcome of the emergency or disaster, and are further outlined in the Emergency Support Functions section.

## **VII. Administration and Logistics**

### **A. Continuity of University Operations**

1. The University has an established succession of authority.
2. Each division and/or department shall have a Business Continuity Plan and a Disaster Recovery Plan in place to ensure continuity of operations in the event of a crisis or disaster.



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3. Provisions shall be made to ensure the protection of vital University records. The provisions will be outlined by departments identified as having vital University records.

### **B. Direction and Control**

The Emergency Coordinator and/or EPART will review, and may make suggestions for changes to unit/department emergency plans, building emergency plans, and continuity of operations/disaster recovery plans based on best practices and industry standards. The Emergency Planning and Response Team will meet following a level II or I emergency in order to review the response. The Emergency Coordinator will be responsible for coordinating drills and exercises with the Robeson County Office of Emergency Management. EPART representatives will be responsible for ensuring that appropriate plans (Unite Emergency Procedures) are completed and reviewed for their respective departments/divisions to ensure an effective and efficient response to emergencies and disasters. During the response and recovery phase, the EPART will be responsible for assessing campus-wide conditions, prioritizing actions, and coordinating the allocation of resources to the emergency as directed by the Incident Commander.

When the EOP is activated, the Police Department's EPART representative, Emergency Coordinator, and/or designated official will ensure that all EPART members required to respond to the emergency are contacted. The Emergency Coordinator and Police Department will maintain a current list of Emergency Planning and Response Team members, as well as contact information. EPART members (including alternatives) are responsible for providing current contact information and advising the Emergency Coordinator of any changes.

1. The official responsible for overall emergency management activities (which includes each phase of emergency management) is the University's Chancellor, or his/her designated official. The Chancellor or his/her designee provides overall direction and control, and has the authority to make all final decisions.
2. The Chancellor has hired an Emergency Management Coordinator to coordinate emergency preparedness, mitigation, response, and recovery efforts for the University.
3. As warranted, individuals from EPART and CMG will be activated. The EOC will be activated according to pre-established guidelines and will be staffed by requested individuals as needed. Emergency activation will be determined by pre-established activation levels.



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4. The National Incident Management System (NIMS) will be utilized to ensure an organized and coordinated response effort.
5. The Incident Command function will be determined based on the incident type.

### **C. Services and Resources**

1. An emergency or disaster situation may place great demands on University services and resources. Priority service and resource request will be given to the most critical or essential needs first. The University will commit all available resources to the emergency or disaster situation as needed. If the situation exceeds the capabilities of the University to respond, or if it is otherwise deemed necessary, the Chancellor, Incident Commander, or Police Command Staff (or designated official) may request resources outside the University.
2. Detailed records of emergency or disaster related expenditures shall be kept by all departments responding to the situation for possible reimbursement after the incident. This shall also include personnel work hours and overtime.
3. Vice chancellors, deans, directors, department heads, and functional managers have overall responsibility for maintaining assigned facilities as safe workplaces. They are responsible for directing periodic training in coordination with the Office of Emergency Management so that all employees are prepared to take proper action during an emergency.

## **VIII. Planning and Operations**

### **A. University Involvement**

1. This EOP will be reviewed annually. Major revisions will be made as needed.
2. Parts of the EOP should be exercised at least once a year on a formal basis. The Department of Homeland Security Exercise and Evaluation Program, along with other applicable local, State and Federal guidelines, will be used to establish exercises and evaluate their effectiveness. These guidelines, along with After Action Reports and Corrective Action Reports will be used to recommend changes to the EOP.



## **B. Government and Partnering Agencies Involvement**

Local agencies may be called upon during emergencies to provide assistance to the University community. It is imperative that outside agencies to the University be involved with planning, training and exercising activities. Efforts will be made to involve these agencies in planning and exercise activities.

## **IX. Laws and Authorities**

This EOP was established under the following laws and authorities for emergency management:

- North Carolina General Statute 166A, as amended
- National Incident Management System: Department of Homeland Security, March 2004
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (as amended) 42

U.S.C. 5121

- Emergency Management and Assistance: 44 Code of Federal Regulations (CFR)
- Homeland Security Presidential Directive (HSPD) – 5
- Higher Education Opportunity Act (as amended): Public Law 110-135 August 14, 2008
- US Code, Title 42, Chapter 115, Subchapter 1, sec. 110005, SARA Title III, Sections 301-303, 304 et al.



## **Emergency Support Functions (ESF)**

Emergency Support Functions provide an outline of specific services and responsibilities to be provided during an emergency or disaster, as well as indicates the divisions and/or departments that have primary responsibility for fulfilling each function and their support divisions, departments and/or partnering agencies.



## **Police and Public Safety ESF Emergency Support Function (ESF) – 1**

### **I. Introduction**

Police and Public Safety support UNCP's response priorities. The Emergency Support Function (ESF) involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide support and notification for Police and Public Safety services to include emergency notification, emergency response, and the coordination of needed outside services such as fire, rescue, and emergency medical services.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by the UNCP Police Department in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. It will be the primary responsibility of the UNCP Police Department to provide first response to emergency situations on the UNCP campus. The UNCP Police Department will coordinate and notify outside emergency response agencies depending on the nature of the emergency and resources needed. The UNCP Police Department will be the primary law enforcement agency for UNCP and will be responsible for providing law enforcement services. All other emergency services will be the primary responsibility of local emergency services agencies; however, the UNCP Police Department will support operations and provide assistance within the scope of their GOGs.

#### **A. Mitigation and Preparedness**

1. Plan and coordinate with local emergency response agencies to provide emergency services.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies and procedures for responding to emergencies and hazards, and notifying local response agencies for emergency assistance.
4. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.



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5. Participate in drills and exercises when requested.

### **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Evaluate the scene for safety of responders.
4. Determine the nature of the incident and proper response agencies.
5. Notify proper emergency response agencies.
6. Provide emergency services or assist responding agencies as needed.
7. Provide incident status information and situational updates to EPART and CMG.
8. Maintain records.



## **Student Health Services/Counseling Center/ Disability Services Emergency Support Function (ESF) – 2**

### **I. Introduction**

Student Health Services, the Counseling Center, and Disability Services support UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to establish policies and procedures for providing emergency medical care and psychological services during an emergency or disaster.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by Student Health Services, the Counseling Center, and Disability Services in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF will be provided by Human Resources and Police and Public Safety. Partnering agencies may include the Robeson County Emergency Medical Service, Robeson County Department of Public Health, Robeson County Social Services, Robeson County Environmental Health, Southeastern Regional Medical Center and various other agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Mitigation and Preparedness**

1. Provide for coordination between departments and partnering agencies to be prepared for evacuation of disabled students, and the possibility of providing triage, emergency medical care and psychological services during an emergency or disaster.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to address field triage, the treatment of minor injuries, and the coordinating of psychological services.
4. Establish possible field triage locations, and policies and procedures to operate these locations.



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5. Prepare plans to manage a mass fatalities incident, including the establishment of morgue locations, as well as policies and procedures for managing these locations.
6. Establish plans and Memorandums of Understanding (MOU) with partnering agencies to provide immunizations, referrals for service and other necessary services, as needed, during an emergency or disaster.
7. Establish plans and coordination with support agencies for responding to public health emergencies, such as the Pandemic Flu.
8. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
9. Participate in drills and exercises when requested.

### **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Coordinate operations with the CMG and EPART.
4. Establish field triage locations as needed.
5. Document and track resource requests.
6. Ensure accountability of volunteer staff is maintained.
7. Maintain records.



## **Information Technology Emergency Support Function (ESF) – 3**

### **I. Introduction**

The Division of Information Technology supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to ensure the provision of information technology, telecommunications and network support to UNCP during emergencies or disasters.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by the Division of Information Technology in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide telecommunications, information technology services, and network support to the University.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to effectively address information technology and telecommunication needs during an emergency or disaster.
4. Maintain an overall list of available resources.
5. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
6. Participate in drills and exercises when requested.



**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Recover core administrative and academic information technology systems.
4. Expand the restored access to the network based on the needs of the emergency.
5. Restore required information services, including the World Wide Web.
6. Provide regular updates and situational information on the status of information technology systems to CMG and EPART.
7. Maintain records.



## **Facilities Management Emergency Support Function (ESF) – 4**

### **I. Introduction**

The Department of Facilities Management supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide logistical and management support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by the Department of Facilities Management in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide physical plant and facilities management support to the University.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to effectively address physical plant service to include equipment, transportation, and mechanical support as needed.
4. Maintain an overall list of available resources.
5. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
6. Participate in drills and exercises when requested.



**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Recover core physical plant operations disrupted or damaged as a result of a disaster.
4. Expand the restored access to the needs of emergency responders.
5. Restore normal power and operations following recovery from an emergency.
6. Provide regular updates and situational information on the status of power plant systems to CMG and EPART.
7. Maintain records.



## **Business Affairs Emergency Support Function (ESF) – 5**

### **I. Introduction**

The Division of Business Affairs supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide logistical and management support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by the Division of Business Affairs in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide support regarding business services, human resource needs and logistics.
2. Plan and coordinate HAZMAT support and service as needed during an emergency.
3. Ensure that the appropriate personnel are trained to the proper level of NIMS.
4. Establish policies, procedures, plans, and programs to effectively address business services, human resources, and HAZMAT response.
5. Maintain an overall list of available resources.
6. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
7. Participate in drills and exercises when requested.



**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Recover core administrative and logistical functions during an emergency.
4. Expand the restored access of logistics and human resources to the needs of the emergency.
5. Provide regular updates and situational information on the status of business services to CMG and EPART.
6. Maintain records.



## **Housing and Residence Life Emergency Support Function (ESF) – 6**

### **I. Introduction**

The Office of Housing and Residence Life supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide logistical and human support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

### **III. Concept of Operations**

General Operating Guidelines (GOG) will be developed and maintained by the Office of Housing and Residence Life in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide logistical and human support according to needs.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to effectively address shelter, evacuation and other human needs during an emergency or disaster.
4. Maintain an overall list of available resources.
5. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
6. Participate in drills and exercises when requested.



**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Prepare for both shelter-in-place as well as the potential for evacuation during an emergency response.
4. Monitor and track the wellbeing of resident students.
5. Provide regular updates and situational information on the status of shelter, evacuation and student welfare to CMG and EPART.
6. Maintain records.



## **Emergency Management Emergency Support Function (ESF) – 7**

### **I. Introduction**

Emergency Management supports UNCP response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to coordinate and manage the overall UNCP Emergency Operations Center (EOC) response through the collection, analysis, and dissemination of information and by developing plans and providing resource coordination, as well as EOC operations support.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- Emergency Management
- Police and Public Safety

#### **Secondary Support:**

- Various departments/partnering agencies as needed.

As necessitated, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by the UNCP Office of Emergency Management. This function will be coordinated with and involve other departments and partnering agencies as necessary.

**The UNCP Office of Emergency Management, in conjunction with support departments and agencies, will work to complete the following:**

#### **A. Mitigation and Preparedness**

1. Identify hazards and determine risks and vulnerabilities to the University.
2. Develop and maintain a comprehensive, all-hazard Emergency Operations Plan (EOP). Distribute copies and updates to essential response personnel.
3. Ensure that the necessary personnel are trained to the appropriate level of NIMS.



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4. Identify, classify and maintain a list of current University resources and equipment to be used during an emergency or disaster.
5. Work with University divisions and departments to develop Unit Plans and hazard-specific response plans.
6. Provide training opportunities on emergency preparedness and other emergency management related topics.
7. Maintain the Emergency Operations Center (EOC) and ensure that secondary locations are in place and maintained for use during an emergency or disaster.
8. Coordinate with partnering agencies to provide resources during an emergency or disaster situation.
9. Recruit and train personnel to serve in the EOC during an emergency or disaster.
10. Work with University departments to plan drills and exercises to evaluate specific parts of the EOP and actively participate in drills and exercises.
11. Plan for the use of various facilities during an emergency or disaster.

### **B. Response and Recovery**

1. Activate, establish and manage the EOC as needed.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Assist in coordinating information and ensure it is communicated to the appropriate individuals within the EOC or other locations.
4. Assist in coordinating warning information to the appropriate personnel for proper dissemination.
5. Assist in coordinating with partnering agencies.
6. Assist in coordinating resource requests both internally and externally.



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7. Assist in maintaining situational awareness during an event.
8. Provide timely situation reports to EPART, CMG, the IC and other pertinent personnel (including damage assessments).
9. Provide requested information and EOC resources.
10. Assist in establishing operational timelines and demobilization plans.
11. Collect emergency or disaster response information from departments and divisions and provide After-Action reports.
12. Provide guidance and training (as needed) on incident management tools, activities and structures.
13. Coordinate recovery efforts.
14. Maintain records of expenses and equipment used during the incident.



## **Mass Care, Shelter and Family Support Emergency Support Function (ESF) – 8**

### **I. Introduction**

Mass Care, Shelter and Family Support supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide feeding, sheltering and emergency first aid in the event of an emergency or disaster. These services may be limited depending on the time, the type and the location of the emergency or disaster due to personnel, facility and/or other resource restrictions.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- Business Affairs and Auxiliary Services
- Student Affairs (including Housing and Residence Life)
- Human Resource Services

#### **Secondary Support:**

- Various departments (see below)
- Emergency Management
- Various partnering agencies as needed

As necessitated, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by Business Affairs and Auxiliary Services, and Housing and Residence Life in conjunction with UNCP's Office of Emergency Management. This function will be coordinated by Auxiliary Services in coordination with the divisions and departments listed above. It may further involve the support of other departments and partnering agencies as necessary.

Secondary divisions and departments may include Student Health Services, Police and Public Safety, Office of Environmental Health and Safety, Office of Disability Support Services, Athletics, and Student Health Services. Partnering agencies may include the American Red Cross, Robeson County Health Department, Robeson County Emergency Management and various other agencies.



**Those departments having primary responsibility will work in conjunction with supporting departments and agencies to complete the following:**

**A. Mitigation and Preparedness**

1. Plan and coordinate with support departments and agencies to provide mass care and sheltering for displaced students and employees who are required to remain on campus during an emergency or disaster.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Maintain a list of shelter locations on campus that includes the facilities services, capacity, contact information and other pertinent information.
4. Develop and maintain a security plan for each shelter location.
5. Establish policies, procedures, plans, and programs to address sheltering of students and staff, as well as providing mass care and basic medical care during an emergency or disaster.
6. Establish GOGs to recognize and address the sheltering of special needs individuals.
7. Provide mass care and shelter operations training for personnel expected to operate a shelter.
8. Develop and maintain plans to operate a family resource center.
9. Develop and maintain plans to coordinate employee information and accountability during and after an emergency or disaster (including families).
10. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
11. Participate in drills and exercises when requested.



## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Provide personnel to support the opening of shelters at the request of the Chancellor, Police Staff, IC, or other designee.
3. Shelter location shall be determined by the American Red Cross in coordination with EPART based on the incident and affected areas of campus. Shelter information and location shall be disseminated to the campus community through EPART.
4. Shelter operations will be the primary responsibility of Business Affairs and Student Affairs.
5. Operate within the scope of NIMS as directed by the IC.
6. Maintain records of expenses and equipment used during the incident.

## **Business Affairs and Auxiliary Services**

1. Provide food service for affected students (as applicable).
2. Coordinate emergency shelter and food service for employees required to remain on campus. This includes food delivery to operational sites, such as but not limited to the EOC, the CMG, the Incident Command Post, etc...).
3. Coordinate emergency purchases and funding.
4. Coordinate outside vendors as needed.
5. Assist in accounting for employees as necessary.
6. Assist in communicating information to employees as necessary.
7. Coordinate employee information and accountability information (including communication with families as required) – Human Resource Services



**Student Affairs (Including Housing and Residence Life)**

1. Provide housing and related services for impacted residential students as necessary.
2. Assist in coordinating and accounting for students (both residential and commuter).
3. Assist in communicating information to students, as necessary. Information should be coordinated with the EOC.
4. Assist in operating an emergency shelter as necessary.
5. Establish a family resource center, as needed, following the pre-established plan.
6. When using campus facilities, ensure that applicable fire and life safety codes for sheltering operations are being met.
7. When using campus facilities, ensure proper health and safety standards for sheltering and feeding operations are being met.



## **Hazardous Materials Emergency Support Function (ESF) – 9**

### **I. Introduction**

Hazardous Materials supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to establish policies and procedures for providing a coordinated response to hazardous materials incidents at UNCP. Hazardous material incidents pose a threat to both UNCP and the surrounding community. This ESF is established under the framework of protecting the health and safety of individuals and minimizing the adverse impacts on the environment.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- Office of Police and Public Safety

#### **Secondary Support:**

- Emergency Management
- Various departments and partnering agencies as needed (see below).

As necessitated, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by UNCP's Office of Police and Public Safety in conjunction with UNCP's Office of Emergency Management. This function will be coordinated with and involve other departments and partnering agencies as necessary.

Secondary support of this ESF will be provided by Police and Public Safety, Facilities Operations and Student Health Services. Partnering agencies may include Robeson County and Town of Pembroke Emergency Services, Robeson County Health Department and various other agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

The Incident Commander will be responsible for notifying the proper agencies of a discharge, or substantial threat of discharge, of hazardous materials. The Department will further assess the discharge, or the substantial threat of a discharge, of hazardous materials to determine the extent of cleanup activity. The IC will work with Environmental Health and Safety to attempt to determine a responsible party. There are numerous local, state and federal regulations concerning hazardous materials incidents



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that are outlined by UNCP's Office of Environmental Health and Safety, who is responsible for coordinating the planning and response efforts to hazardous materials incidents concerning the University.

**The Office of Environmental Health and Safety will work in conjunction with the various support departments and partnering agencies to complete the following:**

### **A. Mitigation and Preparedness**

1. Provide for coordination between departments and partnering agencies to be prepared for responding to a hazardous material incident.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to address identified hazardous materials incidents.
5. Assist in planning for public health emergencies.
6. Establish plans and Memorandums of Understanding (MOU) with partnering agencies to provide response and mitigation activities for hazardous materials incidents.
7. Maintain a list of vendors to assist in the clean-up and disposal of hazardous materials.
8. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
9. Participate in drills and exercises when requested.

### **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS.
3. Assess the hazardous materials incident. Provide pertinent information on the type of hazardous material(s) and critical health and life safety information.
4. Determine the necessity of evacuations and coordinate with EPART to initiate the evacuation process.



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5. Coordinate and ensure the control of any secondary hazard, such as a fire.
6. Ensure that the hazardous materials incident has been reported to appropriate agencies, as dictated by the incident size and scope.
7. Establish site security as needed.
8. Work with partnering agencies to determine the responsible party.
9. Work with partnering agencies and responsible party to coordinate the clean-up and disposal operations.
10. Ensure that all applicable laws and regulations are being followed, and provide documentation on each aspect of the response and recovery operations.
11. Provide incident status information to EPART, or appropriate official (depending on incident size) for dissemination to the necessary individuals.
12. Maintain records of expenses and equipment used during the incident.



## **Academic Support and Space Management Emergency Support Function (ESF) – 10**

### **I. Introduction**

Academic Support and Space Management supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide direction on how to manage course continuation, suspension, or cancellation during and after an emergency. The ESF further evaluates the need for space allocation during and after an emergency (both academic and business spaces). These services may be limited depending on the time, the type and the location of the emergency or disaster due to personnel, facility and/or other resource restrictions.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- Registrar's Office

#### **Secondary Support:**

- Office of Institutional Effectiveness
- Office of Emergency Management
- University Relations
- Various partnering agencies as needed.

As necessitated, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by the Registrar's Office and the Office of Space Management in conjunction with UNCP's Office of Emergency Management. This function will be coordinated by the Registrar's Office. It may further involve the support of other departments and partnering agencies as necessary.

**The Registrar's Office will work in conjunction with supporting departments and agencies to complete the following:**

#### **A. Mitigation and Preparedness**

1. Ensure that the appropriate personnel are trained to the proper level of NIMS.



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2. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
3. Participate in drills and exercises when requested.

### **Registrar's Office:**

1. Ensure a process is in place to coordinate the temporary suspension of classes during an emergency or disaster.
2. Ensure a process is in place to cancel classes as the result of an emergency or disaster (including both on-site and distance education courses).
3. As appropriate, ensure a process is in place to continue classes following an emergency or disaster (moving classes online, etc.).
4. Ensure a process is in place to coordinate course information during an emergency or disaster. This may include, but is not limited to: current courses, course rosters, course times and locations and other pertinent information.
5. Ensure a communication plan is in place to communicate pertinent information about the emergency or disaster to faculty members (and other appropriate EPA staff) in a timely manner (responsibility of the Provost's Office).
6. Ensure a process has been established to resume classes following an emergency or disaster (including course cancellations for an extended period of time). This should be coordinated through the Office of the Provost.

### **Office of Institutional Effectiveness:**

1. Ensure a process is in place to locate alternate classroom space in the event an academic facility is temporarily damaged or destroyed.
2. Ensure a process is in place to locate alternate office/work space in the event office spaces are temporarily damaged or destroyed.

## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.



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2. Provide personnel to support the opening of shelters at the request of the Chancellor, Police Staff, IC, or other designee.
3. Operate within the scope of NIMS.
4. Maintain records of expenses and equipment used during the incident.

### **Registrar's Office:**

1. Coordinate and provide course information as requested.
2. Coordinate and provide information on current classes in session at the time of the emergency or disaster (as applicable).
3. Ensure timely communication with faculty (and other appropriate EPA staff) of pertinent information on the emergency or disaster as directed by the Crisis Management Group (CMG). Information and messages should be sent from the Office of the Provost and Deans; however, all messages should originate from the EOC to ensure coordination of information between the CMG, EOC/EPART, and Joint Information Center (JIC).
4. Provide recommendations from the EOC to the CMG for temporary course suspension or cancellation as necessary.
5. Provide various options/methods for continuing classes following an emergency or disaster.
6. Implement the decision of the Chancellor and CMG regarding course continuation, suspension or cancellation according to recommendations and pre-developed plans.
7. Enact plans to resume classes as directed by the Chancellor and CMG.
8. Provide status up-dates to EPART and the EOC on classes.

### **Office of Institutional Effectiveness:**

1. Locate (as necessary) alternate space for classes to accommodate for the loss of academic spaces and/or facilities.
  - a. Determine the probable length of relocation.
  - b. Provide any restrictions or limitations to the relocation (space, length of availability, infrastructure constraints, etc.).



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2. Locate (as necessary) alternate space for offices to accommodate for the loss of office spaces/workstations and/or facilities.
  - a. Determine the probable length of relocation.
3. Provide status reports to EPART and the EOC.



## **Recovery and Mitigation Emergency Support Function (ESF) – 11**

### **I. Introduction**

Recovery and Mitigation supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide for coordination of the overall recovery and mitigation activities of UNCP.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- Emergency Management

#### **Secondary Support:**

- Various departments and partnering agencies as needed.

**UNCP's Office of Emergency Management, in coordination with supporting departments and agencies, will work to complete the following:**

#### **A. Mitigation and Preparedness**

1. Develop a Hazard Mitigation Plan as a separate document from this EOP.
2. Develop a Recovery Plan as a separate document from this EOP.
3. As funding allows, implement mitigation measures using the Hazard Mitigation Plan as a guide, or as appropriate.
4. Participate in drills and exercises to evaluate the effectiveness of these plans.

#### **B. Response and Recovery**

1. Activate the Recovery Plan at the general discretion of the IC, Police Staff, Chancellor or designated official.



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2. Coordinate disaster recovery efforts following pre-established disaster recovery plans.
3. Evaluate the Recovery Plan and Hazard Mitigation Plan after each major emergency or disaster to determine their overall effectiveness, and implement changes as necessary.



## **Emergency Public Information Emergency Support Function (ESF) – 12**

### **I. Introduction**

Emergency Public Information supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **II. Purpose**

The purpose of this ESF is to provide policies and procedures for providing information about an emergency or disaster to UNCP stakeholders, including the media, in accordance with the CCP. This ESF will also establish guidance for warning and informing the campus community of an emergency or disaster situation.

### **III. Concept of Operations**

#### **Primary Responsibility:**

- University and Community Relations
- Police and Public Safety

#### **Secondary Support:**

- Emergency Management
- Various other departments and partnering agencies as needed.

The emergency public information function will be the primary responsibility of University and Community Relations, and Police and Public Safety in conjunction with UNCP's Office of Emergency Management. Secondary support will be provided by various campus departments and divisions, as well as outside agencies.

Providing general public information and media relations will be the primary function of University and Community Relations, and will follow the CCP. Establishment of a Central Information Center (CIC) as referenced in the CCP will be the function of University and Community Relations, as well as the establishment of a Joint Information Center (JIC) if necessary.

Providing warning and emergency communication and notification to the campus population will be the primary responsibility of Police and Public Safety. This will be done in accordance with pre-established policies and procedures.

Educating the campus community on emergency notifications will be the primary



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responsibility of the Office of Emergency Management in conjunction with University and Community Relations, Student Affairs, and Police and Public Safety.

The University Police Department is the primary warning point for UNCP. Any warnings or emergency communications to the UNCP community will be disseminated through this point to the appropriate individuals. This will be done in accordance with pre-established guidelines and the CCP. An alternate warning point may be established under the direction of the Chancellor, Chief of Police or designated official.

**Those holding primary responsibility for this ESF, in coordination with supporting departments and agencies, will work to complete the following:**

### **A. Mitigation and Preparedness**

1. Ensure that the appropriate personnel are trained to the proper level of NIMS.
2. Designate a Public Information Officer (PIO) and at least one secondary.
3. Assist departments and divisions in developing uniform communication procedures under the guidance of the CCP.
4. Provide support to ESF – 7 in providing educational opportunities and information to the campus community.
5. Maintain an updated media directory to be included with the CCP.
6. Develop protocols for departments and divisions to follow for communicating with the media during an emergency or disaster. Educate departments and divisions on these protocols.
7. Support disaster awareness campaigns.
8. Educate the campus community on various notification and alert systems.
9. Educate the campus community on steps to follow during various emergencies or disasters.
10. Participate in drills and exercises when requested.

### **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).



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3. Maintain records of expenses and equipment used during the incident.

### **University and Community Relations:**

1. Coordinate all communications, including public and internal information.
2. Coordinate the release of all information to the news media under the guidelines established in the CCP. Media releases should be approved by the Chancellor, or designee.
3. Take steps to make contact and provide necessary information to key University supporters and other key University stakeholders. Activities should be under guidance of the CMG.
4. If necessary, establish a CIC and/or JIC on campus.
5. In coordination with the University Police Department, provide emergency notification and warning to the campus community under the direction of the IC, the Police Command Staff, the Chancellor or designee.

### **Public Safety and Police**

1. Notify public safety agencies, EPART and CMG (including the Chancellor).
2. Serve as the primary warning point for campus and send emergency notifications to the UNCP community.



## **Annexes**

These annexes provide detailed direction and guidance for components that are specific to UNCP and provide further operational guidance.



## **Emergency Notification and Crisis Communication Plan – Annex 1**

### **I. Introduction**

UNCP recognizes the importance of providing emergency communications to the campus community in a timely, effective manner. The University has several emergency notification and communication systems in place to ensure that emergency notifications are sent quickly and reach as much of the University community as possible. In addition, the University acknowledges the significance of its role in providing consistent, reliable and accurate follow-up communication throughout a period of crisis.

### **II. Purpose**

The purpose of this annex is to establish authority and guidelines for activating the UNCP emergency notification and crisis communication systems. The emergency notification system consists of those tools available to the University that serve the purpose of alerting the community to a situation of imminent danger. An ongoing crisis communication plan addresses how information is disseminated following the initial alert.

### **III. Concept of Operations**

UNCP has several emergency notification systems. They are outlined below:

#### **A. Blue Light Phones**

Located throughout campus, Blue Light Phones are constantly monitored and allow for two-way emergency communications.

#### **B. Outdoor Emergency Alert System**

The University's Outdoor Emergency Alert System consists of two separate specially designed and strategically placed 50-foot towers outfitted with a series of powerful speakers. The system is designed for instant campus-wide notification of a serious emergency. In the event of such an emergency, campus police can utilize alert audio tones as well as voice broadcasts to warn the campus community of the specific nature of the threat and where to seek shelter.

#### **C. Panic Devices**

In the event of an emergency, key offices within the campus community are equipped with a telephone panic button and mobile pendant that allows office personnel immediate contact with University Police. At the push of a button, a pre-recorded message alerts the police of the activation location and signals an immediate police



response.

**D. City Watch and Public Information Emergency Response (PIER)**

In the event that it becomes necessary to notify the campus community of a serious threat – whether the threat is crime related or a natural disaster – the Police and Public Safety Department has the ability to send immediate notifications via telephone and e-mail by using City Watch, a computerized campus notification system. The Public Information Emergency Response (PIER) system offers the additional advantage of having immediate groups contacted via text message. (A person must voluntarily sign-up for Brave Alert to receive text messages in the event of an emergency.)

**E. University Web Site and Emergency Information Web Page**

UNCP maintains control of a number of Internet Web sites that can be quickly converted and exclusively dedicated to the provision of updated and detailed information during the course of a disaster.

**F. WNCP Radio and Television**

UNCP owned and operated media can be used to broadcast pertinent information during an emergency or disaster affecting the campus.

**IV. Emergency Notification/Activation Authority**

The UNCP Police Department, at the direction of the senior on-duty supervisor, has the authority to activate the emergency notification system according to need based on existing circumstance.

**V. Ongoing Crisis Communication Plan**

Once activated, UNCP police will immediately notify the Chancellor's office, Chief of Police and the Vice Chancellor for University and Community Relations. The Chief of Police will assume immediate command in the field. The Police Chief will make a quick assessment of the situation at the scene and immediately convey that assessment to the Chancellor and Vice Chancellor for University and Community Relations.

At the direction of the Chancellor, the Crisis Management Group (CMG) will assemble and the Police Chief will assemble the Emergency Planning and Response Team (EPART), as well as activate the Emergency Operations Center. As the CMG assembles, the Vice Chancellor for University and Community Relations will start the process of tailoring a crisis communication plan to fit immediate needs according to the nature of the emergency.



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Immediate needs will likely include a continuance of the emergency notification process using tools such as PIER, City Watch, University Web postings, and announcements on local radio and television.

In addition, a fact sheet will be developed that includes a summary statement of known details suitable for release to the media, as well as identification of the key constituents that need to be kept informed and by what means. As the situation evolves, the CMG may choose to designate a spokesperson for the University, establish a hotline with prerecorded messages and disseminate information via emails, flyers, voicemail, as well as other alternative means of communication. The Police Chief should serve as a conduit of information between supervisors in the field, EPART and CMG. Apart from initiating the emergency notification system, however, all subsequent crisis communication decisions should result from the decisions made by the Crisis Management Group. This includes communication initiated during the ongoing crisis itself, as well as responses to questions raised and information provided in the emergency's aftermath.



## **Operational Priorities Plan – Annex 2**

### **I. Introduction**

Operational Priorities are primary goals and objectives identified by the University that will typically govern the University's response to emergency situations. In priority order, the primary goals of a University emergency response are:

1. To save lives;
2. To protect health and safety;
3. To protect University property;
4. To restore University operations; and
5. To support community needs.

### **II. Purpose**

The purpose of establishing operational priorities is to identify a systematic order to restore facilities and services in the event of an emergency or disaster. This will allow the University to most effectively and efficiently serve and protect the campus community and meet the overall response goals in emergency situations.

### **III. Concept of Operations**

#### **A. Emergency Planning and Response Team**

During an emergency or disaster, the Emergency Planning and Response Team (EPART) will provide overall direction and coordination of emergency response activities. EPART will work to perform the following tasks:

1. Assess the situation;
2. Determine the resources necessary to cope with the emergency;
3. Locate the resources available to cope with the emergency;
4. Determine individual assignments within the EPART staff;
5. Establish liaisons with outside agencies;



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6. Monitor progress of emergency operations and continue to respond as needed; and
7. Keep the Chancellor's Management Group (CMG) apprised of the situation to allow for their guidance in overall planning and response.

### **B. Priority Locations**

Priority locations are determined based on the importance to the operational needs of the University and the role that these locations would have in providing an effective response by the University to an emergency situation. These locations are:

1. UNCP Police and Public Safety Office;
2. Emergency Operations Center;
3. Student Health Center;
4. University Residence Halls;
5. Lumbee Hall;
6. Data Facilities;
7. Research Facilities;
8. Power Plant Operations;
9. Maintenance Facilities; and
10. Dining Facilities.

### **C. Priority Objectives**

The priority objectives are developed based on the overall response goals of the University listed in the Purpose section of this annex. The priority objectives are divided into three sections and are outlined below. Priority I objectives shall serve as the highest priority.

*(See next page for Priority/Objectives Chart)*



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Priorities	Objectives
<p><b>Priority I</b> Priority I objectives include those aimed at saving lives and protecting human health and safety. Priority I objectives receive priority attention and remain the focus of response until objectives are significantly met.</p>	<ol style="list-style-type: none"> <li>1. Evaluate and establish site safety for first responders.</li> <li>2. Establish on-scene emergency communications.</li> <li>3. Conduct an initial overview of damage, injuries and locations of major problems.</li> <li>4. Establish medical triage and first aid areas.</li> <li>5. Rescue trapped individuals.</li> <li>6. Evacuate damaged campus facilities.</li> <li>7. Isolate and secure hazardous facilities.</li> <li>8. Control secondary hazards such as fires or hazardous material spills.</li> </ol>
<p><b>Priority II</b> Priority II objectives are directed toward protecting University property and restoring operations. Priority II objectives will not be addressed until Priority I objectives are substantially met.</p>	<ol style="list-style-type: none"> <li>1. Brace/shore up damaged facilities that pose life safety hazard.</li> <li>2. Provide emergency food and shelter for students displaced from resident housing and personnel required to remain on campus.</li> <li>3. Conduct rapid structural engineering assessments of campus facilities.</li> <li>4. Track status of injured or missing students and staff.</li> <li>5. Assess and restore damaged communications.</li> <li>6. Prepare alternative routes around the area of damage.</li> <li>7. Provide security for damaged facilities.</li> <li>8. Establish a family care center as needed for the families of victims.</li> <li>9. Initiate documentation of damage report.</li> </ol>
<p><b>Priority III</b> Priority III objectives are directed toward protecting University property and restoring operations.</p>	<ol style="list-style-type: none"> <li>1. Take steps to restore systems that process vital University records.</li> <li>2. Identify and secure valuable materials on campus.</li> <li>3. Survey academic departments to determine requirements to re-establish academic operations.</li> <li>4. Re-establish flow of supplies and equipment from outside sources.</li> <li>5. Provide psychological assistance to faculty, staff and students impacted by the event.</li> <li>6. Reallocate academic and administrative operating space impacted by the event.</li> <li>7. Provide space to external agencies as necessary.</li> </ol>



### Incident Command Responsibilities – Annex 3

#### I. Introduction

Designated campus on-scene leadership roles will be defined and utilized during any response to emergencies or disaster on the UNCP campus. Incident Command is part of a standardized, on-scene all hazards incident management system endorsed by the Federal Emergency Management Agency (FEMA), the State of North Carolina, and all schools within the UNC system. This system is commonly known as the National Incident Management System (NIMS) and is the subject of Annex 4 of the UNCP EOP.

#### II. Purpose

This annex designates a University Department or Office to act as the overall Incident Commander for the respective event. In the event that outside agencies are involved, a Unified Command system as defined by the National Incident Management System (NIMS) may be utilized.

#### III. Concept of Operations

The chart below outlines the University department holding Incident Command responsibility for each pre-identified incident type.

Department	Incident Type
<i>UNCP Police &amp; Public Safety</i>	Active Shooter Civil Disturbance or Bomb Terrorist Incident Fire Hazardous Material Spill Rescue Efforts Weather Related Emergencies Land or Air Transportation Accidents
<i>Student Health Services</i>	Public Health Emergency Infectious Disease
<i>Information Technology Services</i>	Telephone Outage Computer Network Outage Information System Sabotage
<i>Facilities Operations</i>	Utility Failures (other than telephone and computer networks) Structural Damage Recovery (following rescue efforts) Emergency Recovery related to Weather



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There are times when incidents may occur that are not listed in the above matrix. For those events, the command department will be determined by the Primary Agency listed for the Emergency Support Function (ESF) involved in the incident. **The designated Incident Commander is responsible for the overall coordination and direction of response activities during an incident and should ensure that all necessary functions are being completed.**



## **Incident Management System – Annex 4**

### **I. Introduction**

This Incident Management Annex is intended to support the previously identified Operational Priorities and Incident Command Responsibilities of the UNCP EOP as well as further expanding the leadership roles that must be jointly and individually assumed by University personnel.

### **II. Purpose**

The National Incident Management System (NIMS) was established and is mandated by the Federal Government. This annex assists in arranging pre-incident planning, incident response and post-incident recovery operations into this system.

### **III. Concept of Operations**

The Homeland Security Presidential Directive (HSPD) – 5 mandated the development of a National Incident Management System (NIMS). The directive further mandated the adoption and implementation of NIMS for all Federal, State, and Local Government Agencies by fiscal year 2007. All University departments mentioned within the Emergency Operations Plan, or responding to an emergency or disaster, will follow the guidelines established under NIMS. Not doing so may cause that department or the University to become ineligible for Government funds or reimbursement, as well as delay incident planning and response operations.

The Incident Command System (ICS) is a component within NIMS. It is the standard command system utilized for response to each incident at UNCP. Terminology, organization, communications practices and other support structures are organized following the NIMS system to allow for seamless communication between outside agencies and jurisdictions. After action reviews are conducted after each drill, exercise or actual event to incorporate lessons learned from the event into future planning and response actions. This will be done in accordance with NIMS.

### **IV. NIMS Components**

The National Incident Management System is divided into the five sections outlined below. The sections and their various components are individually addressed throughout this plan.



### **1. Preparedness**

Preparedness is the process that aids in facilitating efficient and effective emergency response activities. This is achieved through a continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action. Preparedness involves coordination and cooperation among each agency involved in emergency response.

### **2. Communications and Information Management**

The success of any incident response activity may depend upon responders' ability to effectively communicate and manage information. It is important for responders to openly communicate with response agencies and their partners. This is facilitated through the development and implementation of common communications plans and interoperable communications equipment, processes, standards and systems. Planning for communication and information management should include incident-related policies, equipment, systems, standards and training necessary to establish integrated communications. Well planned, established and applied communication allows efficient dissemination of information among each level of the incident response network.

### **3. Resource Management**

Resource management is critical to meeting incident response needs. It is important to utilize standardized resource management concepts to aid in the request and deployment process. Resource management can be broken into two phases: the preparedness phase and the response phase. Preparedness activities continue on a regular basis and ensure that resources are available and ready for response. Response activities relating to resource management have a defined beginning and ending point, each specific to the incident type.

### **4. Command and Management**

The section is broken into three parts:

- a. Incident Command System (ICS);
- b. Multiagency Coordination Systems; and
- c. Public Information.

Each of these parts allow for a clear line of authority and open communication between partnering response agencies and the public.



## **5. Ongoing Management and Maintenance**

This section outlines the roles and responsibilities of the Federal Government to manage and maintain the National Incident Management System. The responsibility of the Federal Government to maintain the National Incident Management System is defined in this section, and provides specific benchmarks to ensure a fully functioning system.



## **Emergency Operations Center Guidelines – Annex 5**

### **I. Introduction**

The UNCP Emergency Operations Center (EOC) is the central location where key departmental or division representatives manage response efforts and resource requests for an emergency or disaster. Depending on the nature and location of the emergency, the Incident Commander may opt to establish a separate Incident Command Post (ICP) or may rely on the EOC to also serve as the site of the ICP. The UNCP EOC supports departments and divisions that are impacted by the emergency or disaster and provides key operational support to the situation. The EOC serves as a clearing-house for all information during the emergency, and coordination point for resources and response efforts. Activation of the EOC and EOP are outlined in the EOC activation levels.

### **II. Purpose**

The purpose of the UNCP Emergency Operations Center is to:

- a. Provide a centralized location for EPART members and other key support personnel to coordinate and support the University's overall response to an emergency or disaster.
- b. Provide a centralized location for information to be shared and verified.
- c. Provide coordination between University departments and divisions.
- d. Provide for coordination and tracking of incident resources and personnel.
- e. Provide a means for tracking and managing incident expenses.
- f. Provide logistical support for affected departments.
- g. Act as a coordination point for outside agencies.

### **III. Concept of Operations**

#### **A. Organization**

The UNCP EOC is organized under the framework of NIMS. It includes the functional sections of Coordination, Communications, Resource Management and Information Management. The Police Chief functions as the primary EOC Manager. This position coordinates the efforts and the actions of the EOC. The EOC Manager works to support the EPART and CMG. EPART works to manage the overall direction of the incident. The CMG develops policies and makes



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policy decisions. The CMG has overall responsibility and decision-making authority.

The EOC may be activated under the direction of the Chancellor, the Vice Chancellor for University and Community Relations or the Police Chief. In the event outside agencies are brought into UNCP for incident support, the EOC will act as a Multi-Agency Coordination Center (MAC) as defined by the National Incident Management System and will provide coordination and support. The EOC will be activated according to the EOC activation levels as outlined below.

<b>Emergency Operations Center Activation Levels/Staffing/Notification</b>		
<p><b>Level 1- Monitoring</b>            (Localized Event: Events with minor impacts on campus such as a minor fire or a localized hazardous materials incident. These may also include impending events, such as an official notification from the National Weather Service. May contribute to EOC activations.)</p>	<p>Public Safety/Police            CMG (Chancellor’s Choice)            Key Department Personnel            Outside Agency Representatives (if needed)</p>	<p>EPART            CMG            Call Out List</p>
<p><b>Level 2- Full Activation</b>            (Major Event: Events that affect the entire campus, such as a major fire, civil disturbance or widespread power outage. Requires more than simple monitoring of an existing condition.)</p>	<p>Public Safety/Police            CMG (Chancellor’s Choice)            EPART            Outside Agency Representatives (if needed)</p>	<p>EPART            CMG            Call Out List</p>



## **Evacuation Plan – Annex 6**

### **I. Introduction**

In the event of an emergency, it may become necessary to evacuate all or some portion of the campus community. This Annex is intended to address those situations that call for a large-scale movement of students, faculty and staff.

### **II. Purpose**

The purpose of this Annex is to establish responsibilities, as well as develop policies and procedures for conducting a swift and orderly evacuation of the UNCP campus population from a hazardous area to an area of safety; and to facilitate a timely and orderly return once the danger is eliminated or the area is determined safe for re-entry.

### **III. Concept of Operations**

Two types of evacuations were established and are planned for at UNCP. The following are campus-wide evacuations and specific area evacuations.

#### **A. Campus-Wide Evacuation**

Campus-Wide Evacuation is defined as the area considered as the main portion of the UNCP campus: bordered by Odum /Prospect Road on the East; University Road on the West; Old Main Drive on the South; and University Drive on the North. It should be noted that numerous Campus properties and facilities are located just outside the described border roads and should individually be taken into account during or immediately following evacuation of the main campus area.

#### **B. Specific Area Evacuation**

Specific Area Evacuation is defined as an emergency situation that requires some portion of the UNCP campus area to be evacuated to ensure the immediate safety of individuals without regard to transportation, shelter or related other needs.

The decision to initiate an evacuation, either campus-wide or specific area, is the authority of the Incident Commander (IC), Chancellor or UNCP Police Supervisor. Depending on the nature of the emergency, an evacuation could be ordered by a non-campus authority (e.g. Pembroke Fire Department or Robeson County Emergency Management Office). Generally, the emergency evacuation function is the responsibility of the UNCP Police Department and



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is performed in conjunction with UNCP's Office of Housing and Residence Life and, when needed, the UNCP Office of Facilities Operations.

### **C. Mitigation and Preparedness**

1. Ensure appropriate personnel are trained to the necessary NIMS level.
2. Coordinate applicable departments and outside agencies, as needed, to establish a campus-wide evacuation plan. Any evacuation plan shall be attached as an appendix to this EOP.
3. Develop a system to safely and effectively move people away from the evacuation area, including a traffic plan.
4. Identify available resources and personnel, as well as what additional resources and personnel may be needed to successfully coordinate an evacuation of campus.
5. Identify and coordinate with shelter sites and evacuation points both on the UNCP campus and in the surrounding community.
6. Develop a method of communicating evacuation procedures to the affected campus population during an emergency or disaster.
7. Provide education to the campus population on how to prepare for an evacuation.
8. Exercise this function in drills and exercises when feasible to test and update the evacuation plans.

### **D. Response and Recovery**

1. Determine whether an evacuation or shelter-in-place is necessary.
2. Determine the size of the evacuation based on the incident and potential primary and secondary hazards.
3. If a campus-wide evacuation is necessary, the IC or Police Command Staff will inform the Vice Chancellor for University and Community Relations who will, in turn, notify the Chancellor of the recommendation. The Chancellor has the authority to make the final decision on a campus-wide evacuation, unless there is an immediate danger to life and health.



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4. Coordination and communication shall be maintained with other local response agencies.
5. Implement traffic control plan as necessary.
6. Ensure security and safety during evacuations.
7. Communicate pertinent information about the evacuation to both EPART and CMG. CMG will determine if further notifications are necessary.
8. Provide follow-up security for the evacuated areas.
9. Maintain records of expenses and equipment used during the incident.



## **Continuity of Operations and Disaster Recovery – Annex 7**

### **I. Purpose**

This annex will provide information on continuity of operations and disaster recovery planning for the University units/departments.

### **II. Assumptions**

Some emergencies or disasters may cause a temporary loss in critical operating systems, facilities or functions, such as but not limited to: power loss, data loss, communications, etc.

### **III. Direction and Control**

Each unit/department will develop and maintain Continuity of Operations Plans and Disaster Recovery Plans. These plans shall be developed in coordination with the UNCP Office of Information Technology.

### **IV. Concept of Operations**

Continuity of Operations Plans and Disaster Recovery Plans shall plan for, at a minimum, temporary relocation, power outage, data loss, staff shortage (including the designation of essential staff), and other items necessary for the unit's/department's continued operation during an emergency or disaster, as well as recovery from the emergency or disaster.

- The continuity of Operations Plan (COOP) will consist of advance arrangements and procedures for maintaining/continuing the unity's identified critical business functions in the event of an interruption.
- The Disaster Recovery Plan will define the resources, actions, tasks and data required to assist in the recovery of the unit's identified critical business functions.

Business impact analyses and risk assessments may be required in addition to the continuity and recovery plans. The Continuity of Operations Plans and Disaster Recovery Plans must be approved by the department head/director and the appropriate dean or vice chancellor, or designee. Vice chancellors and deans will develop and maintain plans for areas within their responsibility that are not under a department head.



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All plans shall be forwarded electronically to the Office of Information Technology and/or EPART will review, and may make suggestions for changes to the plans.